

What is claimed is:

- 1 1. A method for checking digital subscriber line (DSL) components, the
- 2 method comprising the steps of:
- 3 establishing a connection with a field technician over a public switched telephone
- 4 network (PSTN);
- 5 providing options to the field technician over the PSTN, the options comprising;
- 6 verification of a DSL port;
- 7 conditioning of a DSL port; and
- 8 retrieving information on a DSL port;
- 9 receiving an input from the field technician in response to the provided options,
- 10 the input being indicative of one of the provided options:
- 11 converting the input to a digital request; and
- 12 conveying the digital request to a field application tool using transmission control
- 13 protocol/Internet protocol (TCP/IP).

1 2. A method for checking digital subscriber line (DSL) components, the
2 method comprising the steps of:
3 receiving a digital request from an Interactive Voice Response Application (IVR)
4 application), the digital request being received using transmission control
5 protocol/Internet protocol (TCP/IP), the digital request being one selected from a group
6 consisting of:
7 a request to verify a DSL port;
8 a request to condition a DSL port; and
9 a request to retrieve information on a DSL port;
10 translating the digital request into a common object request broker architecture
11 (CORBA) compatible request; and
12 conveying the CORBA-compatible request to a network management system
13 (NMS), the NMS being configured to affect DSL components.

1 3. A system for checking digital subscriber line (DSL) components
2 comprising:
3 an Interactive Voice Response Application (IVR application) coupled to a public
4 switched telephone network (PSTN), the IVR application being adapted to receive an
5 input from a field technician over the PSTN, the IVR application further being configured
6 to generate a digital request corresponding to the received input;
7 a field application tool configured to receive the digital request, the field
8 application tool further being configured to translate the digital request into a common
9 object request broker architecture (CORBA) compatible request;
10 a network management system (NMS) that manages network elements, the NMS
11 being configured to receive the CORBA-compatible request, the NMS further being
12 configured to generate a command in response to the received request, the NMS further
13 being configured to transmit the command over a communication line; and
14 a DSL component coupled to the communication line, the DSL component being
15 configured to receive the command, the DSL component being configured to respond to
16 the received command.

1 4. A system for checking broadband network components comprising:
2 an Interactive Voice Response Application (IVR application) operating under a
3 first protocol, the IVR application being adapted to receive an input from a field
4 technician, the IVR application further being configured to convey the input;
5 a field application tool configured to receive the conveyed input, the field
6 application tool further being configured to translate the input into a request recognizable
7 under a second protocol, the field application tool further being configured to convey the
8 request;
9 a network management system (NMS) operating under the second protocol, the
10 NMS being configured to receive the request, the NMS further being configured to
11 generate a command in response to the received request, NMS further being configured to
12 transmit the command over a communication line; and
13 a broadband network component coupled to the communication line, the
14 broadband network component being adapted to receive the command, the broadband
15 network component being adapted to respond to the received command.

1 5. A method for checking broadband network components, the method
2 comprising the steps of:
3 receiving a request to affect a broadband network component, the request being
4 received from a first system; and
5 automatically conveying the request to a second system, the second system being
6 configured to affect the broadband network component.

1 6. The method of claim 5:
2 wherein the first system operates under a first protocol; and
3 wherein the second system operates under a second protocol.

1 7. The method of claim 6 further comprising the step of:
2 translating the request from the first protocol into the second protocol.

1 8. The method of claim 7, wherein the step of receiving the request
2 comprises the step of:
3 receiving a request to condition a digital subscriber line (DSL) port.

1 9. The method of claim 7, wherein the step of receiving the request
2 comprises the step of:
3 receiving a dual-tone multi-frequency (DTMF) signal.

1 10. The method of claim 7, wherein the step of receiving the request
2 comprises the step of:
3 receiving a voice signal.

1 11. The method of claim 7, wherein the step of receiving the request
2 comprises the step of:
3 receiving a request to verify a digital subscriber line (DSL) port.

1 12. The method of claim 7, wherein the step of receiving the request
2 comprises the step of:
3 receiving a request to retrieve information related to a digital subscriber line
4 (DSL) port.

1 13. The method of claim 7, wherein the step of receiving the request
2 comprises the step of:
3 receiving the request from an Interactive Voice Response Application (IVR
4 application).

1 14. The method of claim 7, wherein the step of conveying the translated
2 request to the second system comprises the step of:
3 conveying the translated request to a network management system (NMS).

1 15. The method of claim 7, further comprising the steps of:
2 receiving a response from the second system, the response indicating that the
3 broadband network component has been affected; and
4 translating the response from the second protocol into the first protocol.

1 16. The method of claim 7, further comprising the steps of:
2 receiving a response from the second system, the response indicating that the
3 broadband network component has not been affected; and
4 translating the response from the second protocol into the first protocol.

1 17. A method for checking broadband network components, the method
2 comprising the steps of:
3 receiving a request to affect a broadband network component, the request being
4 received over a public switched telephone network (PSTN);
5 conveying the request to a network management system (NMS);
6 receiving a message from the NMS in response to conveying the request; and
7 transmitting the message over the PSTN.

1 18. A method for checking broadband network components, the method
2 comprising the steps of:
3 receiving a request to affect a broadband network component, the request being
4 received over a public switched telephone network (PSTN);
5 conveying the request to a network management system (NMS);
6 affecting the broadband network component;
7 receiving a message from the NMS in response to affecting the broadband
8 network component; and
9 transmitting the message over the PSTN.